EAST Search History

| Ref # | Hits | Search Query | DBs | Default Operator | Plurals | Time Stamp |
|-------|------|-------------|-----|------------------|---------|------------|
| L1 | 0 | (((call NEAR routing) NEAR strategy) and anticipation).clm. | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/12/15 12:30 |
| L2 | 321 | (access$9 NEAR7 (product $2 NEAR2 service$2)).clm. | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/12/15 12:32 |
| L3 | 2 | (((((retriev$9 NEAR customer) NEAR specific) NEAR information)).clm. | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/12/15 12:33 |
| L4 | 0 | (((((retriev$9 NEAR customer) NEAR specific) NEAR information) NEAR8 account)).clm. | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/12/15 12:36 |
| L5 | 0 | (((call NEAR routing) NEAR strategy) AND decid$9).clm. | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/12/15 12:37 |
| L6 | 0 | (((call NEAR routing) NEAR strategy) NEAR8 decid$9).clm. | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/12/15 12:37 |
| L7 | 0 | (((call NEAR routing) NEAR strategy) NEAR8 server).clm. | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/12/15 12:38 |
| L8 | 3 | (((routing NEAR2 signal) NEAR6 (interactive ADJ voice)) AND (plurality NEAR2 sites)).clm. | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/12/15 12:40 |
| L9 | 0 | (((((input NEAR3 caller) NEAR4 (interactive ADJ voice)) NEAR5 ident$9) NEAR25 pre-formed).clm. | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/12/15 12:44 |

| L10 | 0 | 1 and 2 and 3 and 4 and 5 and 6 and 7 and 8 and 9 | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/12/15 12:45 |
| L11 | 3 | (((((database NEAR2 customer) NEAR specific) NEAR information) NEAR8 account)).clm. | US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/12/15 12:49 |
| L12 | 0 | (databse NEAR12 (product $2 NEAR2 service$2)).clm. | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/12/15 12:51 |
| L13 | 0 | (((call NEAR routing) NEAR strategy) NEAR5 computer).clm. | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/12/15 12:52 |
| S1 | 1 | "6714642".pn. | US-PGPUB; USPAT | OR | ON | 2007/05/21 08:47 |
| S2 | 5 | "799712".ap. | US-PGPUB; USPAT | OR | ON | 2007/05/17 14:43 |
| S3 | 17 | dhir.in. | US-PGPUB; USPAT | OR | ON | 2007/05/17 14:44 |
| S4 | 140905 | "379"/$.ccls. "455"/$.ccls. | US-PGPUB; USPAT | OR | ON | 2007/05/21 08:48 |
| S5 | 36646 | rout$9 and call42 and product$9 service$9 and customer$2 and purchase | US-PGPUB; USPAT | OR | ON | 2007/05/21 08:58 |
| S6 | 3293 | S4 and S5 | US-PGPUB; USPAT | OR | ON | 2007/05/21 09:01 |
| S7 | 593 | 379/265.02.ccls. | US-PGPUB; USPAT | OR | ON | 2007/05/21 09:02 |
| S8 | 100 | S5 and S7 | US-PGPUB; USPAT | OR | ON | 2007/05/21 09:03 |
| S9 | 64 | S8 and @ad<="20021104" | US-PGPUB; USPAT | OR | ON | 2007/05/21 09:07 |
| S10 | 188160 | "379"/$.ccls. "455"/$.ccls. "705"/$.ccls. | US-PGPUB; USPAT | OR | ON | 2007/05/21 09:08 |
| S11 | 18353 | S5 and S10 | US-PGPUB; USPAT | OR | ON | 2007/05/21 09:09 |
| S12 | 1103 | S11 and customer$2.clm. and service$2.clm. and product$2.clm. | US-PGPUB; USPAT | OR | ON | 2007/05/21 09:10 |
| S13 | 34 | S12 and (route$9 with product$2 with service$2) | US-PGPUB; USPAT | OR | ON | 2007/05/21 09:14 |
| S14 | 19 | S13 and @ad<="20021104" | US-PGPUB; USPAT | OR | ON | 2007/05/21 09:42 |

| S15 | 565 | cross-selling | US-PGPUB; USPAT | OR | ON | 2007/05/21 09:41 |
|-----|-----|---------------|------------------|-----|-----|------------------|
| S16 | 385 | S15 and S10 | US-PGPUB; USPAT | OR | ON | 2007/05/21 09:42 |
| S17 | 197 | S16 and @ad<="20021104" | US-PGPUB; USPAT | OR | ON | 2007/05/21 09:49 |
| S18 | 91 | S17 and predict$9 | US-PGPUB; USPAT | OR | ON | 2007/05/21 15:03 |
| S19 | 42 | S18 and (predict$9 with customer$2) | US-PGPUB; USPAT | OR | ON | 2007/05/21 09:51 |
| S20 | 17 | ( "6175563" or "6301351" or "6311231" or "6327359" or "6330327" or "6038552" or "6301567" or "6513018" or "6597775" or "5878130" or "5898762" or "5917893" or "5974120" or "6049811" or "6134315" or "20020029154" or "20020049691" ).pn. | US-PGPUB; USPAT | OR | ON | 2007/05/21 11:14 |
| S21 | 188160 | "379"/$.ccls. "455"/$.ccls. "705"/$.ccls. | US-PGPUB; USPAT | OR | ON | 2007/05/21 15:04 |
| S22 | 565 | cross-selling | US-PGPUB; USPAT | OR | ON | 2007/05/21 15:04 |
| S23 | 385 | S22 and S21 | US-PGPUB; USPAT | OR | ON | 2007/05/21 15:04 |
| S24 | 197 | S23 and @ad<="20021104" | US-PGPUB; USPAT | OR | ON | 2007/05/22 07:30 |
| S25 | 91 | S24 and predict$9 | US-PGPUB; USPAT | OR | ON | 2007/05/21 15:04 |
| S26 | 20 | S25 and (additional$3 with product$s with service$2) | US-PGPUB; USPAT | OR | ON | 2007/05/21 16:08 |
| S27 | 7691 | data adj mining | US-PGPUB; USPAT | OR | ON | 2007/05/21 16:09 |
| S28 | 1748 | S27 and S21 | US-PGPUB; USPAT | OR | ON | 2007/05/21 16:09 |
| S29 | 197 | S28 and predict$9.clm. | US-PGPUB; USPAT | OR | ON | 2007/05/21 16:10 |
| S30 | 0 | S29 and @ad,="20040315" | US-PGPUB; USPAT | OR | ON | 2007/05/21 16:11 |
| S31 | 134 | S29 and @ad<="20040315" | US-PGPUB; USPAT | OR | ON | 2007/05/21 16:12 |
| S32 | 4 | S31 and cross-selling | US-PGPUB; USPAT | OR | ON | 2007/05/21 16:12 |
| S33 | 188334 | "379"/$.ccls. "455"/$.ccls. "705"/$.ccls. | US-PGPUB; USPAT | OR | ON | 2007/05/22 07:31 |
| S34 | 565 | cross-selling | US-PGPUB; USPAT | OR | ON | 2007/05/22 07:31 |

| S35 | 385 | S34 and S33 | US-PGPUB; USPAT | OR | ON | 2007/05/22 07:31 |
|-----|-----|-------------|------------------|----|----|-----------|
| S36 | 197 | S35 and @ad<="20021104" | US-PGPUB; USPAT | OR | ON | 2007/05/22 07:31 |
| S37 | 19 | S36 and (rank$9 with product$2) | US-PGPUB; USPAT | OR | ON | 2007/05/22 07:32 |
| S38 | 0 | 10/799712 | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/09/10 18:36 |
| S39 | 8 | pre-formed and (call NEAR routing) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/09/11 15:28 |
| S40 | 0 | pre-formed SAME (call NEAR routing) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/09/11 15:31 |
| S41 | 231 | predict$9 SAME (call NEAR routing) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/09/11 15:32 |
| S42 | 7 | S41 and (cross-selling OR (cross NEAR selling)) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/09/11 15:33 |
| S43 | 13 | S41 and proactive | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/09/11 15:49 |
| S44 | 10 | S43 and @ad<="20040315" | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/09/11 15:49 |
| S45 | 246 | (predict$9 OR pre-call) SAME (call NEAR routing) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/09/11 17:05 |
| S46 | 7 | S45 and (cross-selling OR (cross NEAR selling)) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/09/11 17:06 |

| S47 | 13 | S45 and proactive | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/09/11 17:06 |
| S48 | 13 | S45 and (proactive OR pro-active) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/09/11 17:07 |
| S49 | 2 | S45 and (probabilit$9 WITH (customer NEAR5 information)) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/09/11 17:09 |
| S50 | 397 | 379/265.1-265.13.ccls. | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/09/11 17:12 |
| S51 | 3 | S50 and (probabilit$9 WITH (customer NEAR5 information)) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/09/11 17:13 |
| S52 | 134 | S50 and (predict$9 OR pre-call OR pre-form$9) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/09/11 17:21 |
| S53 | 18 | S50 and ((predict$9 OR pre-call OR pre-form$9) SAME (call NEAR routing)) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/09/11 17:22 |
| S54 | 15 | S53 and @ad<="20040315" | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/09/11 17:22 |
| S55 | 994 | ((call NEAR1 rout$9) NEAR4 customer) AND ((information OR data) NEAR4 (product OR service)) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/09/11 17:36 |
| S56 | 44 | S55 and ((predict$9 OR pre-call OR pre-form$9) SAME (call NEAR routing)) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/09/11 17:37 |

| S57 | 34 | S56 and @ad<="20040315" | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/09/11 17:37 |
| S58 | 3845 | (call NEAR rout$9) and (information NEAR8 (product OR service)) and (information NEAR5 customer) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/09/12 15:28 |
| S59 | 99 | S58 and (cross-sell OR cross-sell$9) | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/09/12 15:30 |
| S60 | 46 | S59 and @ad<="20040315" | US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2008/09/12 15:30 |

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